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FROM Travis W. Thomas	VOICE NO. 214.953.667	
RETURN TO Darla J. Rupert	FAX NO. 214.661,467	5AIL 3Hly 23, 2004
MESSAGE In re Application of: Serial No.: Filed: Art Unit No.: Fitle: Please immediately notif for Status has been recei	William Walker Franklin et al. 10/649,043 August 26, 2003 2642 System and Method for Customize	P73897.0132 RECEIVED CENTRAL FAX CENTER JUL 2 9 2004
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ATTÖRNEY DOCKET 073897.0132

PATENT APPLICATION 10/649,043

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

William Walker Franklin et al.

Serial No.:

10/649,043

Filed:

August 26, 2003

Art Unit No.:

2642

Title:

System and Method for Customized Intelligent Contact Routing

Commissioner For Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

Dear Sir:

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I hereby certify that this correspondence is being sent to the United States Postal Service via facsimile number 703-872-9306 on the date shown below.

Darlas. Rupert

Date: July 29, 2004

Request for Status

Please advise of the status of the above-identified patent application. Applicants filed a Petition to Make Special Under 37 C.F.R. § 1.102(d) on October 14, 2003. Applicants are currently awaiting a decision on this petition.

If there are any matters that can be cleared up through a telephone conversation, please contact the undersigned attorney for Applicants at 214-953-6676.

Respectfully submitted,

BAKER BOTTS L.L.P. Attorneys for Applicants

Travis W. Thomas Reg. No. 48,667

Date: July 29, 2004

Correspondence Address:

Customer Number: 05073